

OFFICE OF NEW AMERICANS ADVISORY BOARD
Subcommittee Report Out
January 12, 2021

ACCESS TO SERVICES

Subcommittee Members Present: Kate Ayers, Dr. Fern Hauk, Amelia Castaneda Smith

Subcommittee Members: Soyoung Yoon, Dora Mohammad

Subcommittee Lead: Amelia Castaneda Smith

Date of last meeting: October 6, 2021

Date of next meeting:

Meeting Focus: For 2022, we will focus on these 3 areas

- Technology
- Education (k-12 and above)
- Healthcare (dental, mental, health)

Action Items Completed:

- Review report to find ideas

Action Items In-progress:

Determine how we define technology

- Broadband
 - Talk to Sam Rasoul/Kathy Tran
- Equipment
 - Not enough for remote learning
 - Routers, computers, hotspots, tablets, printers, headphones/speakers

- Digital literacy
- Digital Literacy + Language access
 - Auto translation systems don't work
- Research Question:
 - How accessible is broadband/equipment/training?
 - If not, why?
- How are we going to collect this data?
 - Interviews with agencies/organizations/leaders
 - ReEstablish Richmond
 - CWS Harrisonburg (Susannah)
 - Richmond City Public Schools (Amelia)
 - ELL teachers
 - Blue Ridge Literacy (Ahoo)
 - Chesterfield Public Schools (Juan)
 - Legislator (Sam Rasoul)
 - Soyoung Yoon
 - Literature Review
- What are the barriers to collecting data?
 - Do we need IRB Approval?
 - Are other committees doing surveys too?
 - Where is the list of refugee/immigrant organizations?
 - Do we need to post any surveys to the public notice website?

Deliverables

- Reach out to Sam Rasoul or Kathy Tran- Dr. Fern Hauk
- Literature Review- Kate + Interns
- Create a survey/list of questions-Amelia
- Grace will find out if we need IRB approval, will share the list of immigrant organizations, and do we need to post surveys to public website?

Announcements:

Questions for the Board:

- Who else is doing a survey/interviews/collection of data about their area? Do we need to collaborate on these so multiple surveys are sent to the same people?

Other Notes:

Outline for Survey:

- **Organization Information**
 - Name
 - Person responding to survey
 - Populations they serve (national origin, age range of clients)
 - Geographic Information
- **Broadband**
 - Percentage of families who have access to broadband?
 - What percentage have internet at home?
- **Equipment**
 - What resources to support technology? What assets does your community have? (Equipment, training)
 - How do they access the internet?
 - Phones
 - Laptops
 - Tablets
 - Do school systems send home laptops to students?
- **Literacy/Access to information**
 - How do families connect with each other? How are they accessing information?
 - What are the barriers to accessing technology?
 - What are suggestions for improvements?
 - What kinds of technology programs are in your area?
 - Free/reduced internet plans
 - Cell phone programs

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